



Kawasaki Motors Corp., U.S.A.

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OFFICE OF
DEFECTS INVESTIGATION

March 4, 2004

Mr. George Person
NHTSA, Recall Analysis Division
Office of Defects Investigation Safety Assurance
400 Seventh St., S.W.
Washington, D.C. 20590

Re: Recall No.04V-063, Supplemental Information

Dear Mr. Person:

Kawasaki Motors Corp., U.S.A. ("KMC") hereby provides additional information needed to fully comply with the reporting requirements of 49CFR 573.5 (c). This correspondence supplements the previous Defect Report dated February 2, 2004.

6) A chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, filed or service reports, and other information with their dates of receipt:

October 2003 - Kawasaki Heavy Industries Ltd. ("KHI") receives a report from KMC that indicates that during a review of warranty information KMC found reports that muffler brackets were broken. KHI received failed samples and started investigating.

November 2003- KHI investigated reproduction and mechanism of failure.

January 27, 2004 - It is determined that on eligible units high loads created when riding on rough road surfaces could cause the muffler brackets to crack allowing the muffler to become loose. KHI notifies KMC of the recall action. No accident or injury has been reported.

February 2, 2004 - KMC notifies NHTSA.

9) A representative copy of all notices, bulletins and other communications that relate directly to the defect or noncompliance:

Enclosed are copies of the Recall Service Bulletin mailed to all Kawasaki motorcycle retailers on February 13, 2004, as well as the customer Recall notification letter, mailed to all owners identified through Kawasaki warranty registration records on February 17, 2004.

Please contact the undersigned if there are any questions regarding information in this submission, or if additional information is required.

Sincerely,
KAWASAKI MOTORS CORP., U.S.A

Roger F. Hagin
Director Public Affairs

Enclosures

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Santa Ana, California
92799-5252

949/770-0400
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9950 Jeronimo Road
Irvine, California
92618-2084



2003 VULCAN® 1600 CLASSIC (VN1600-A1/L),
2004 VULCAN® 1600 CLASSIC (VN1600-A2/L)



MC 04-05

Kawasaki

MUFFLER BRACKET CRACKING

February 13, 2004

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RECALL

THIS BULLETIN IS OF THE HIGHEST PRIORITY AND MUST BE ACTED UPON IMMEDIATELY TO ENSURE CUSTOMER SAFETY.

Eligibility

Eligible Units

Model	Vehicle Identification Number Range
VN1600-A1/L	JKBVNKA1/3A000044 thru 005028
VN1600-A2/L	JKBVNKA1/4A000001 thru 010051

Please check VSI (Vehicle Service Inquiry) in K-Share for other possible repair campaigns for eligible units. See bulletin number MC 03-05, MC 04-04.

Units that do not have original equipment mufflers installed are not eligible for this recall.

Some units will be repaired by Kawasaki prior to you receiving them. Repair can be verified using VSI, or by the physical repair. See Repair Verification section for details.

Subject

On eligible units, high loads created when riding on rough road surfaces could cause the muffler brackets to crack allowing the muffler to become loose. Continued use could allow the muffler to separate from the main exhaust pipes creating the potential for an accident resulting in injury or death.

Kawasaki Action

Initiate Recall Campaign:

Kawasaki has initiated a Recall campaign to repair all eligible units. The repair consists of two steps; (1) inspecting the muffler for signs of cracking at the muffler brackets, and (2) either installing the muffler reinforcement stays or installing a new muffler if cracking at the muffler brackets is present.

Notify Registered Owners:

Kawasaki is sending a Recall letter to all registered owners of eligible units. A copy of the letter is printed on the last page of this bulletin.

Dealer Action

Repair Eligible Units:

Repair all eligible units, including sold units in the field and unsold units in your inventory. Refer to the Repair Procedure section of this bulletin for details.

IMPORTANT NOTE:

- o *It's the law! Under the U.S. National Highway Traffic Safety Administration (NHTSA), Federal Law 49 U.S.C. Section 30120(f) requires dealers to perform Recall repairs before delivering any vehicle affected by the Recall to a purchaser.*

Document Completed Repairs:

Federal law requires manufacturers to maintain accurate follow-up records on repairs performed on eligible units. Dealers MUST submit a Warranty Claim for each repair. Refer to the Warranty Information section of this bulletin for details.

NOTE:

- o *If you fail to submit a Warranty Claim for a new unit that is subsequently sold and registered, the new owner will receive the Recall letter requesting the return of the vehicle to you for repair.*

Submit Product Registration:

Submit the product registration to Kawasaki immediately after retail sale of any eligible unit. Be sure to supply the correct customer name and address. Kawasaki uses the product registration information for customer notification.

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Also, if you know that the customer has moved, please submit a Customer Update to the Warranty Department.

Repair Procedure

Refer to the appropriate sections of the Service Manual for information and procedures related to parts removal and installation.

Service Manual

Model	Part Number
VN1600-A1/L, A2/L	89924-1308-01

⚠ WARNING

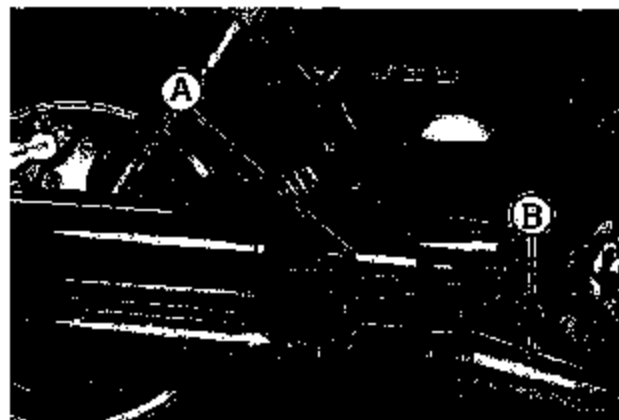
To avoid a serious burn, do not remove the muffler when the engine is still hot. Wait until the muffler cools down prior to the repair.

Muffler Removal:

- Loosen the clamps [A] on the rear exhaust pipe cover [B] and remove the cover.



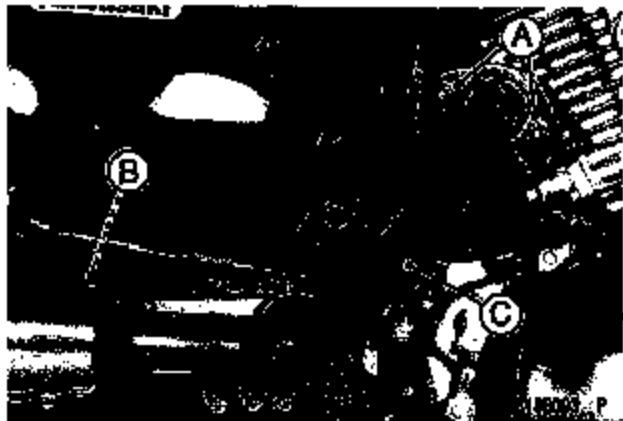
- Loosen the exhaust pipe joint clamp bolts [A, B].



- Remove the muffler mounting bolts [A, B].

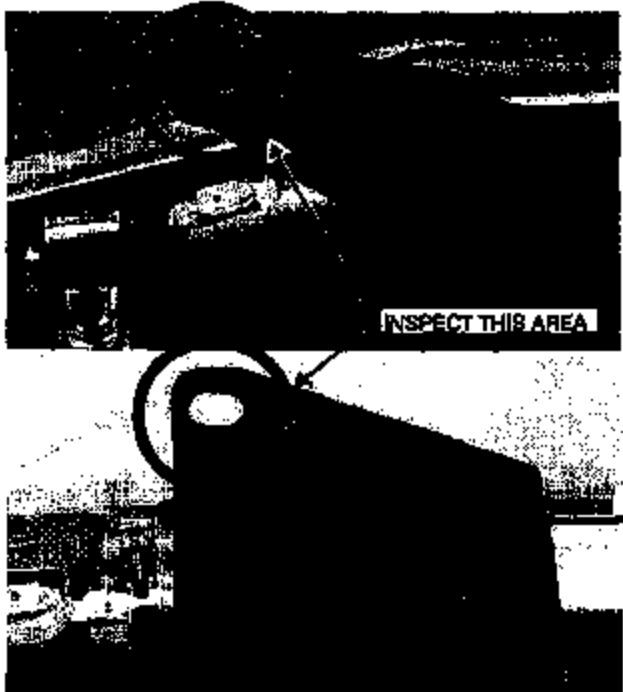


- Remove the rear exhaust pipe holder nuts [A], and the rear exhaust pipe [C].
- Remove the muffler assembly [B].



Muffler Bracket Inspection:

- Check if cracking is present at the upper or lower muffler brackets.



NOTE:

- If no cracking is present, install the muffler bracket reinforcement kit (P/N 99999-0034).

NOTE:

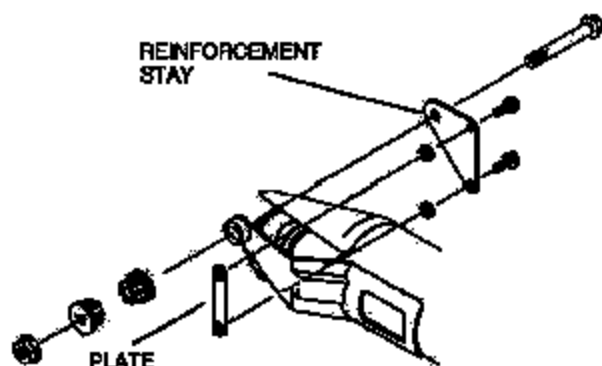
- If there are signs of cracking, replace the muffler. The muffler brackets on the replacement muffler have already been reinforced and the reinforcement kit is not required.

Muffler Bracket Reinforcement Kit Installation:

The reinforcement stays should be installed on both upper and lower muffler brackets prior to installation of the muffler on to the vehicle.

- Place the reinforcement stays onto the lower muffler bracket and tighten the bolts temporarily.

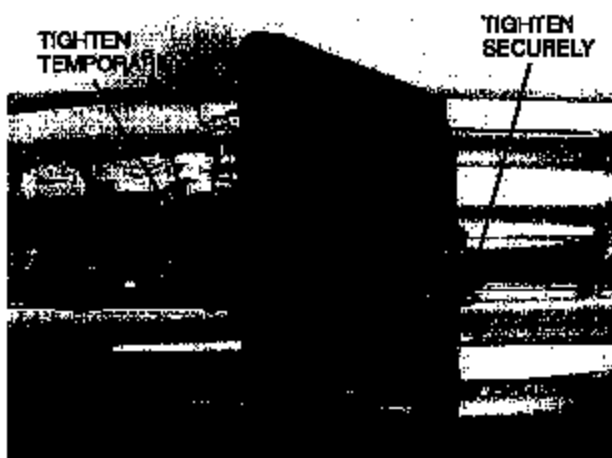
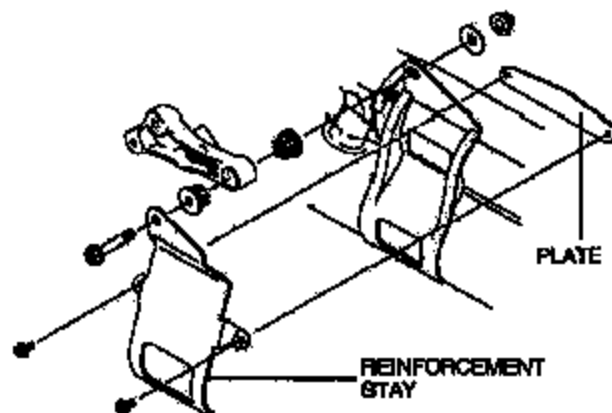
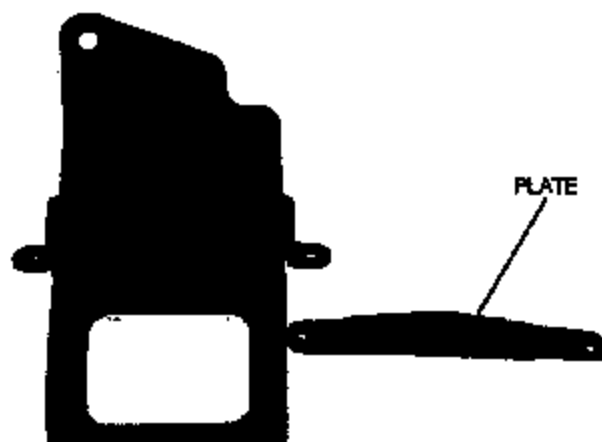
Lower Muffler Bracket



- Place the reinforcement stay on the upper muffler bracket. Tighten the rear bolt on the reinforcement stay securely and tighten the front bolt temporarily.

NOTE:

- The plate which tightens over the bracket is angled on one edge. Place the angled edge up as shown.

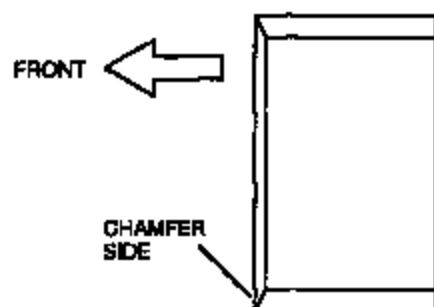


Muffler, Exhaust Pipe Installation:

- Replace the rear exhaust pipe holder gasket, and the exhaust pipe joint gaskets.

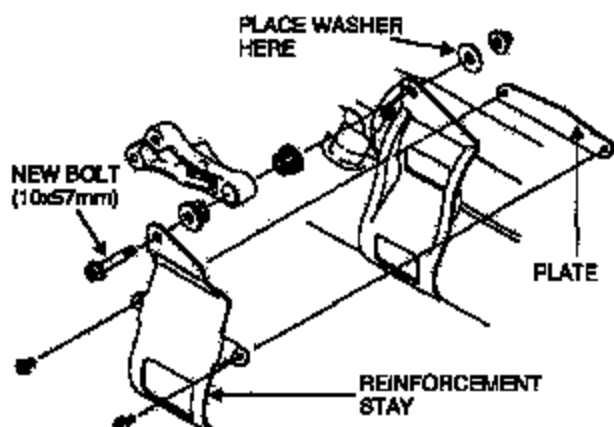
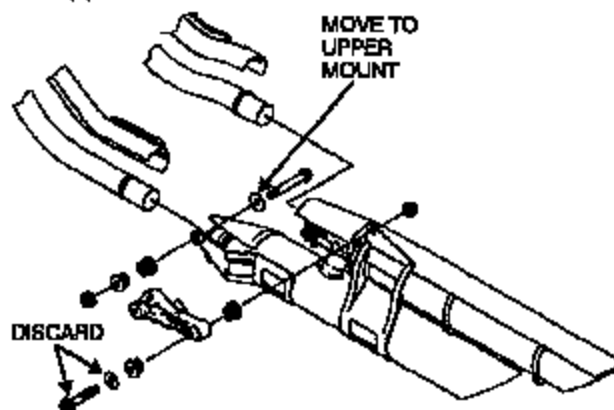
NOTE:

- o Insert the exhaust pipe joint gaskets in the direction shown.



For Installation of the Reinforcement Kit

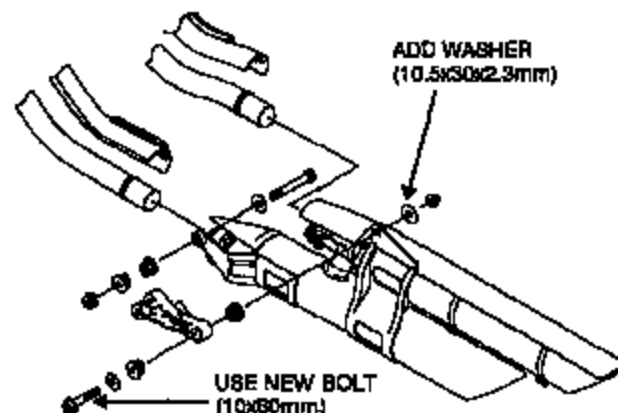
- When installing the reinforcement kit, remove the upper mounting bolt (10x54mm) and the washer (10.5x26x2.3mm) from the inside of the upper muffler bracket and discard.
- Replace the upper muffler bracket bolt (10x64mm) with the correct size (10x57mm) supplied in the kit.



- Move washer (10.5x30x2.3mm) from the lower muffler bracket to the upper bracket underneath the nut as shown.

For Installation of New Muffler

- When installing a new muffler, replace the upper bolt with the longer bolt (10x80mm) and a washer (10.5x30x2.3mm) underneath the upper muffler bracket nut.



- Install the muffler in place and tighten to a snug fit.
- Install the rear exhaust pipe and tighten holder nuts evenly.
- Torque the muffler bracket bolts.

Torque

Muffler bracket Bolt and Nut: 29 N-m
(3.0 kgf-m, 22 ft-lb)

- Tighten bolts on both the front and rear reinforcement stays securely.
- Tighten the exhaust pipe joint clamp bolts.
- Tighten the rear exhaust pipe cover clamp screws.

Torque

Exhaust Pipe Cover Clamp Screws: 6.9 N-m
(0.70 kgf-m, 61 in-lb)

- Replace Bolt (6x10mm) (P/N 92153-0381) with a new one. This bolt is used for the plate that prevents the upper muffler bracket bolt from coming off.



- Thoroughly warm up the engine, wait until the engine cools down, and retighten all the bolts.

Parts Information

Inspect the muffler prior to ordering replacement parts. Mufflers not showing signs of cracking should have the muffler bracket reinforcement kit installed. Mufflers showing signs of cracking should be replaced with a new muffler. New mufflers do not require the reinforcement kit.

Parts Information:

Muffler Bracket Reinforcement Kit (P/N 99999-0034)

Kit Contents

No.	Description	Part Number	Qty
1	Plate A	13271-0460	1
2	Collar	92152-0231	2
3	Bolt, 6x16	92153-0713	2
4	Plate B	13271-0422	1
5	Bolt, 10x57	92153-0741	1
6	Bolt, 6x12	92150-1826	2
7	Stay	11053-1373	1
8	Plate C	13271-0423	1
9	Bolt, 6x10	92153-0381	1
	Gasket, Exhaust Pipe Joint	11009-1666	2
	Gasket, Exhaust Pipe Holder	11060-1119	1

NOTE:

- Do not order kit parts individually, order Muffler Bracket Reinforcement Kits only.

Complete Muffler

No.	Description	Part Number	Qty
1	Body-Comp-Muffler	18091-0192	1
2	Bolt, 10x60	92001-1817	1
3	Washer, 10.5x30x2.3	92022-1302	1
4	Bolt, 6x10	92153-0381	1
5	Gasket, Exhaust Pipe Joint	11009-1666	2
6	Gasket, Exhaust Pipe Holder	11060-1119	1

NOTE:

- Use a new muffler only if the original muffler bracket(s) have cracked.
- A longer bolt and additional washer are required for the new muffler. If muffler replacement is necessary, order the bolts, washer, and gaskets individually.

Warranty Information

This is a safety Recall campaign. Repair is authorized regardless of ownership or warranty status. Repairs **MUST BE PERFORMED IMMEDIATELY ON ALL ELIGIBLE UNITS** in the field and during initial assembly and preparation. See the Warranty Policies and Procedures Manual (claim type 3 Information) for detailed instructions when submitting the Warranty Claim.

NOTE:

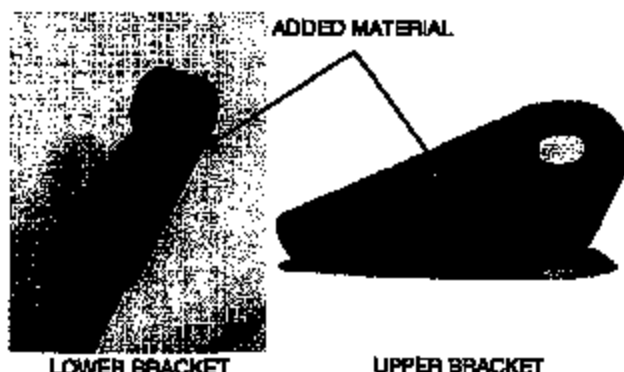
- Install a replacement muffler only if the original muffler bracket(s) have cracked. Kawasaki will randomly call back replaced mufflers. If no cracks are evident, the dealership parts account will be debited for the warranty claim.

WARRANTY INFORMATION

	Inspection and Kit Installation	Inspection and Muffler Replacement
Job Code	22168	22159
Flat Rate Time	0.5 hr	0.5 hr
Failure Date	Same as Repair Date	Same as Repair Date
Claim Type	3	3
Causal Part Number	99999-0034	18091-0192
Causal Part	Muffler Bracket Reinforcement Kit	Muffler, Comp
Qty	1	1
Other Parts	-	Bolt, 10x60 P/N 92001-1817 Qty. 1
	-	Washer, 10.5x30x2.3 P/N 92022-1302 Qty. 1
	-	Bolt, 6x10 P/N 92153-0381 Qty. 1
	-	Gasket, Exhaust Pipe Joint P/N 11009-1666 Qty. 2
	-	Gasket, Exhaust Pipe Holder P/N 11060-1119 Qty. 1

Repair Verification

The presence of the muffler bracket reinforcement kit, or the additional material welded to the muffler brackets will serve as repair verification.



NOTE:

- o On the replacement muffler, additional material has been welded onto the existing brackets the locations shown below. The additional material doubles the existing bracket thickness.

NOTE:

- o Repair verification is an essential part of the repair procedure. Along with the physical repair verification, check VSI (Vehicle Service Inquiry) in K-Share for other possible repair campaigns for eligible units.

VULCAN® 1600 CLASSIC MUFFLER BRACKET CRACKING WARNING AND RECALL NOTICE

Dear Kawasaki Motorcycle Owner:

This notice has been sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act.

Kawasaki Motors Corp., U.S.A. has decided that a defect which relates to motor vehicle safety exists in certain 2011 VN1600-A1/L and 2004 VN1600-A2/L models. On eligible units, high loads created when riding on rough road surfaces could cause the muffler brackets to crack allowing the muffler to become loose. Continued use could allow the muffler to separate from the main exhaust pipes creating the potential for a crash resulting in injury or death. Our records indicate that you have bought one of these units.

Your Kawasaki dealer will correct this problem for you at no charge. The correction will consist of inspecting the muffler and making the appropriate repair. The actual repair will take up to one hour but may take longer due to scheduling at the dealership and the time needed to obtain required parts. Please call your authorized Kawasaki motorcycle dealer to schedule an appointment and take this letter with you at the time of your appointment.

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, Washington, D.C. 20590, or call the toll free Auto Safety Hotline at (888) 327-4236 if you believe that:

- a. Kawasaki Motors Corp., U.S.A. has failed to, or is unable to, remedy this defect without charge.
- b. Kawasaki Motors Corp., U.S.A. has failed to, or is unable to, remedy this defect within a reasonable time, but not longer than 60 days after you first attempt to obtain remedy.

If you no longer have the vehicle described in this letter, it does not have the original equipment exhaust system, or if it has been repaired, please help us to update our records by calling Kawasaki toll free at (888) 802-9381 between 8:30 a.m. and 4:45 p.m. PT Monday through Friday. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you experienced the failure described above prior to receiving this letter and paid to have it corrected, Kawasaki will reimburse you for your documented costs of this repair. Contact Kawasaki's Consumer Services Department at the address above, or by telephone (toll-free) at (888) 802-9381 between 8:30 a.m. and 4:45 p.m. PT Monday through Friday, or contact your Kawasaki dealer to request reimbursement.

We are sorry for any inconvenience this may cause, but we have taken this action in the interest of your safety and your continued satisfaction with your Kawasaki Vulcan motorcycle.

Sincerely,

Kawasaki Motors Corp., U.S.A.